

PIRFO DEBRIEFER STANDARDS

PIRDEB4.01C – Apply communication and interview skills

Functional area

Debriefing operations

Prerequisites

Hold a current PIRFO Fisheries Observer Certificate endorsed for one or more specific fishing methods, or have equivalent qualifications and experience as defined by the PIRFO Certification Management Committee and outlined in the PIRFO Debriefing Policy

Descriptor

This unit of competency requires a demonstrated ability by a debriefer to establish a positive and professional relationship as part of the debriefing process; to communicate effectively with a fisheries observer as part of an established debriefing process; and to provide effective direct feedback to the fisheries observer in order to enhance their performance and accuracy.

It also requires the use of effective interview techniques to determine if additional information can be gathered about the trip; if the quality of data has suffered through harassment of the observer; if data has been manufactured or compromised by negligence; and establish if special consideration is necessary for future observer placements on that or similar vessels.

Elements

Performance criteria

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| 1. Establish a positive and professional relationship during debriefing process | 1.1 Establishes a positive and supportive professional relationship with the fisheries observer during the debriefing process |
| 2. Communicate effectively with a fisheries observer during debriefing process | 2.1 Uses active listening techniques during the debriefing process to seek further explanation from the fisheries observer
2.2 Establishes rapport with the fisheries observer during the debriefing process through effective and communication skills |
| 3. Provide effective feedback during debriefing process to enhance observer performance and improve quality of data | 3.1 Provides constructive feedback during the debriefing process to reinforce positive aspects of the observer's performance verbal and written feedback
3.2 Provides constructive feedback to the observer on identified errors in order to help improve the quality of future data from the observer |
| 4. Apply effective interview techniques as part of the debriefing process | 4.1 Uses effective interview techniques to establish if further data relevant to the trip can be obtained
4.2 Uses effective interview techniques to determine if the quality of data has suffered as the result of harassment of the observer |

- 4.3 Alert to the possibility of manufactured data, or data that has been compromised through negligence on the part of the observer
- 4.4 Uses effective interview techniques to decide if special consideration is recommended for future observer placements on that or similar vessels
- 5. Assess the over-all skill level of the observer by asking random general knowledge questions**
 - 5.1 Asks appropriate random general knowledge questions of the observer when undertaking a debriefing to verify the over-all competence of the observer
 - 5.2 Provides feedback to the observer on areas that the observer may be deficient and suggest strategies for the observer to improve their skills

Evidence guide

Each unit of competency has an evidence guide that relates directly to the performance criteria. Its purpose is to guide assessment of the unit in the workplace and/or training program. The following components provide information to assist this purpose

Required knowledge

The essential knowledge and understanding a person needs to perform work to the required standard include:

- A good general knowledge of the communication and interview techniques necessary to gain the cooperation of the observer during a debriefing
- An understanding of the forms that a fisheries observer needs to complete during a fishing trip at sea and how to apply the correct interview techniques to identify errors that can occur in completing those forms
- An understanding of the overall skills required to be an effective observer and questions that can be used to determine the required skill level

Required skills

The essential skills a person needs to perform work to the required standard include:

- Communicating effectively using an active listening, non threatening communication style
- Creating a relaxed, non threatening environment with appropriate body language
- Demonstrating an professional and impartial approach that is devoid of personal bias
- Presenting as confident and in control of the debriefing
- Using a variety of questioning techniques that effectively gather the required information
- Responding positively to answers provided by the observer
- Testing the observer with relevant random general knowledge questions to determine the observer's overall skill level
- Providing comprehensive feedback to the observer on their performance and where errors are identified explaining the correct procedures in a manner that the observer understands

Literacy skills used for:

- Interpretation of debriefing protocols
- Collection of data and information
- Accurate completion of templates

Numeracy skills used for:

- Validating observer data
- Calculations

Critical aspects of competence

Assessment must confirm the ability to:

- Create a professional debriefing environment that makes the observer feel comfortable and draws out the required information in relation to the observer trip
- Use a variety of questioning techniques that effectively gathers the required information
- Ask relevant random general knowledge questions to determine the observer's overall skill level

Assessment must confirm knowledge of:

- Common communication and interview techniques
- Pacific Island regional and national debriefing programs and protocols

Context of assessment

Assessment should be conducted at the workplace and is the final gathering of evidence arising from the candidate monitoring at least two observer debriefings, and completing three observer debriefings under supervision. It may under some circumstances be undertaken in a simulated workplace environment.

Method of assessment

The following assessment methods are suggested:

- Observation of the candidate while conducting three observer debriefings
- Written or oral short answer questions to assess underpinning knowledge
- Examples of records, reports and other documentation completed by the candidate
- Practical exercises involving the observation of the candidate conducting simulated debriefings
- Third-party reports, including reports from observer program coordinators and observer program trainers

Interdependent assessment of units

This unit can be assessed in conjunction with other units relating to debriefing of fisheries observers returned from a fishing trip to sea

Resources required for assessment

Resources may include:

- Debriefing protocols
- Debriefing data templates
- Feedback and evaluation templates
- Observer data templates, journal, and Observer Trip Report